## PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of Suresh Rangaswamy BABU et al.

Group Art Unit: To Be Assigned

Application No.: 10/776,619

Examiner: To Be Assigned

Filed: February 12, 2004

Docket No.: 11884/407501

For: AUTOMATED RECALL MANAGEMENT SYSTEM FOR ENTERPRISE

MANAGEMENT APPLICATIONS

## INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

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Pursuant to 37 CFR § 1.56, the attention of the Patent and Trademark Office is hereby directed to the reference(s) listed on the attached PTO-1449. Unless otherwise indicated herein, one copy of each reference is attached. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the reference(s) be made of record therein and appear among the "References Cited" on any patent to issue therefrom. The filing of this Information Disclosure Statement and the enclosed PTO Form No. 1449, shall not be construed as an admission that the information cited is prior art, or is considered to be material to patentability as defined in 37 C.F.R. § 1.56(b). The paragraphs marked below are applicable. It is believed that no fees other than those indicated below are due, but authorization is hereby given to charge any additional fees due, or to credit any overpayment, to deposit account 11-0600.

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Respectfully submitted,

**KENYON & KENYON** 

Registration No. 48,962

K. Trisha Chang

Date: April 19, 2004

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PTO/SB/21 (02-04)

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**Application Number** 10/776,619 **TRANSMITTAL** Filing Date February 12, 2004 **FORM** First Named Inventor Suresh Rangaswamy BABU et al.

Art Unit

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Alexandria, VA 22313-1450 on the date shown below.

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Total Number of Pages in This Submission 75			Attorney Docket Number	11884/407501	
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Response to Miss					
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Firm or Individual name  K. Trisha Chang, Reg. No. 48,962					
Signature A. 7,50					
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				Application Number	10/776,619		
INFO	<b>PRMATION</b>	DIS	CLOSURE	Filing Date	February 12, 2004		
STATEMENT BY APPLICANT				First Named Inventor	Suresh Rangaswamy BABU et al.		
				Art Unit	To Be Assigned		
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Sheet	1	of	2	Attorney Docket Number	11884/407501		

U.S. PATENT DOCUMENTS						
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		NetRegulus v6 <sup>TM</sup> 2003 Abstract, Copyright 2003, NetRegulus, Inc., http://www.netregulus.com/brochures/NetRegulus_v6_Software.pdf.	
		New Atlas RM, Complaint Handling & CAPA Software Solutions, Copyright 2002-2004 Brigham & Associates, Inc., Pharmaceutical and Medical Device Quality Systems and Solutions For Complaint Handling, Corrective and Preventive Action (CAPA) Management and Product Recall Management / FDA 21 CFR Part 11 Compliant, http://www.brighaminc.com/rm.html.	
		A SAS White Paper, Warranty Management as Your Competitive Differentiator: How to Reduce Costs and Improve Customer Satisfaction, The key business realities constraining today's warranty programs - and what progressive manufacturers should be doing about them. www.sas.com	
		SAP White Paper, mySAP Customer Relationship Management, mySAP CUSTOMER RELATIONSHIP MANAGEMENT - INTERACTION CENTER, Copyright 2002 SAP AG, http://www.sap.com/solutions/.	
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		Customer Expressions, News Release, February 15, 2004, Customer Complaint Management in the Banking Sector: Best Practices by Customer Expression, Executive Canada, John Kiska, MBA, CMA, http://www.customerexpressions.com/CEx/CEx/Web.nsf/News-Best-Practices?OpenPage.	
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